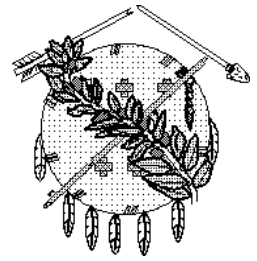


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**Broken Arrow City Council**  
**Meeting of: 03-06-12**



**To:** Mayor and City Council  
**From:** General Services Department  
**Subject:** Consideration of and discussion of a plan to provide for a change in refuse service to a volume-based program with provisions to include single stream recycling when facilities for single stream recyclables become available, and authorization for staff to conduct meetings in each ward and to prepare a final plan based upon citizen input and Council direction

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**Background:** On December 20, 2011 the City Council directed staff to present and recommend a plan to provide for a change in refuse service to a once a week volume-based service with provisions to include single stream recycling when facilities for single stream recyclables become available.

The attached refuse collection plan is based on:

1. Cart based system
2. Use based charges
3. Once a week pickup
4. Single stream recycling as soon as possible
5. Transition to a fully automated system as soon as feasible

The City staff will post on electronic media the proposed changes to the sanitation system. In April and May 2012, the City will conduct meetings in each ward to obtain citizen input on the proposed plan. Based on input from the ward meetings, the Council will direct Staff to prepare and present a final plan for review and approval.

**Cost:** To be determined

**Prepared By:** Lee Zirk, General Services Director

**Reviewed By:** Finance Department  
Legal Department

**Approved By:** David L. Wooden, P.E., City Manager

**Attachments:** Refuse Plan

**Recommendation:** Authorize staff to conduct meetings in each ward in April and May 2012 and propose a final plan based on citizen input and Council direction.

## Residential Refuse Collection Plan

On 12-20-11 the City council authorized staff to present and recommend a plan for consideration to provide for a change in refuse service to a once a week volume based service with provisions to include single stream recycling when facilities for single stream recycling become available and transition to a fully automated system as soon as feasible. A cart based, PAYT system is the best means by which this can happen. With a cart based system already in place, single stream recycling can be integrated by adding recycling carts and additional trucks and routes.

### Recommendations:

Collection frequency	Once-a-week
Rate	Variable subscription, based on container size and quantity of containers
Extra Refuse	Establish fees for extra refuse beyond container size with pre-paid coded bags
City issued bags	Eliminated
Collection container	Cart based-City supplied and owned
Collection type	Semi Automated—with future plan to go fully automated
Number of Pick up days	Four - Monday, Tuesday, Wednesday, Thursday
Holiday make up	Shift collection days – routes must be picked up
Disabled Service	Establish criteria for front of house pickup
Bulky/Special Pickups	Call-in basis; Pickups scheduled weekly on specific days; Establish new fees based on volume
Yard Waste	No separate yard waste collection
Community Education	Establish a community education campaign on waste reduction, recycling, and green waste solutions
Recycling	When MRF is available, plan single stream recycling-add carts and new routes
Green Waste	Provide a Green Waste Site for city and citizen use

### Collection Frequency

Using standard containers and automated or semi-automated systems we can expect to save up to 48 % on fuel costs and reduce routes from 14 to 10 by switching to once per week

### Rate

The current refuse rate is the same for each customer without regard to how much refuse they generate. The new variable rate allows our customers who generate less refuse to subscribe to a smaller cart at a lower rate. Those who generate less trash or recycle more can reduce their refuse costs. Conversely, those customers who generate more waste can choose to add a second cart for an additional monthly fee or by pre-paid extra refuse bags for use on an as needed basis. Until curb side recycling becomes available we estimate (1 out of 5) 18 % (6,400 accounts) will subscribe to an additional cart. One standard size, 96 gallon, cart will meet most residential needs. It is anticipated three rates for will be made available: 32, 64 and 96 gallon subscriptions with an additional charge per extra cart.

#### Extra refuse

New language in the ordinances will be necessary for this cart based system and must include how additional refuse beyond the container will be billed as well as a number of cart specific needs. As a variable subscription, volume based system, additional charges for refuse beyond the capacity of the cart is necessary. The current practice is using the refuse crew to record the extra refuse to be applied to the bill. Upon receipt of the utility bill many residents challenge the validity of the extra charge and do not believe they had the amount of extra bags set out as recorded by the crew. The crew's record is all we have and it becomes an issue of who is correct, the customer usually does not agree with the charges. Another means to provide reliable extra refuse billing is to require extra refuse to be placed in special marked or colored bags which the customers would purchase at local retail stores or municipal offices. Extra refuse not in these bags would not get picked up. The cost of these bags includes the extra refuse charge and eliminates any question of improper billing. As we move to full automation we will need to eliminate extra refuse pick up and have a plan for residents to dispose of extra refuse, such as a drop off center or to include it with bulk/special pick up service. Automation is not conducive to picking up extra refuse along with the cart as it reduces the efficiency of the automated service.

#### City issued bags

Carts will be supplied, issued bags will be eliminated. It is recommended however, that residents be encouraged to bag the trash to prevent trash spillage on windy days when cart is being dumped.

#### Collection container

It is anticipated this cart based system will be City supplied and owned. The total capital investment is expected to be \$2.2 million which includes the carts, truck modifications, cart assembly, delivery and spare inventory. The eventual rate we charge for refuse service should include a cart depreciation factor and a contingency factor to cover costs related to replacement, theft, damage and other loss related to the carts.

#### Collection type

Begin with semi-automated. Our existing refuse fleet can be converted to semi-automation for cart tipping and later a switch to a fully automated refuse trucks routes can be phased in. In this way we can plan to take advantage of automation efficiencies without the initial capital investment of replacing the entire fleet prior to the end of its useful life. As the move is made to full automation we will need to address the issues of extra refuse and educate the public on proper cart placement.

#### Number of Pick up days

It is expected we will continue with a four day pickup schedule. Monday, Tuesday, Wednesday and Thursday. Friday will be used as a maintenance day and a route day for holiday make-ups. Once-a-week service will require changes to the route size and the collection day for customers. As much as three fourths of the residents will be required to move to a new pick up day.

### Holiday make up

Holidays will need to be made up and cannot be skipped as we currently do with most holidays. Attachment III, similar to our current shift in holiday pick-up, shows the proposed holiday pick up schedule.

### Disabled Service

Carts may be too difficult for elderly or disabled people. The smaller 32 and 64 gallon carts will be suggested for these situations, however if this is not suitable, we expect to provide disabled service as we currently do by picking up the refuse at the garage door. With carts, we will need to return the cart back to the door. This will take considerable time and it is suggested that all customers wishing to receive this service show proof of disability for the household. We do not currently require disability proof.

### Bulky/Special Pickups

Broken Arrow's current method is to pick up as much as possible with the refuse truck. We only charge for large items such as couches, appliances and the like. When an item cannot be picked up by the crews, it is left behind for a later special pick up. With a variable subscription service, items not fitting in the cart or the pre paid extra waste bag will be picked up under the customer requested Bulky/Special pick-up service. Our current rates for this service vary and pricing can be difficult for customers to figure out. It is suggested a charge based on a cubic yard be established and applied to all items.

### Yard Waste

Although no separate yard waste collection is recommended at this time, it is something that should be considered for the future, particularly during the growing season and as a component of recycling. This service cannot be provided without a permitted compost facility. In the mean time, reduction of green waste should be part of our community education.

### Community Education

Once most of the program design decisions have been made, we must begin a public education and outreach effort through the use written materials, bill inserts, web site information, press releases, the TV channel etc. The goal of education and outreach is to provide residents with the information they need to understand and fully participate in the new program. This should take place approximately 3 to 6 months before program implementation. See Attachment II, Implementation Plan. Residents will need to be informed about the underlying rationale behind the cart program and the exact structure of the new system. Specific information can include:

- A discussion of waste management goals and how PAYT will help meet them.
- The container types that will be used.
- The types and costs of all services offered, including the future recycling and a transition to a fully automated system.
- The schedule for collections.
- The means by which fees will be collected (i.e., billing for can subscription level, the purchase of bags, and other charges).
- Plans if any for enforcement and penalties of noncompliance.

- Establish an aggressive community education campaign on waste reduction, recycling, and green waste solutions

#### Recycling

When the means to provide city wide recycling become available the establishment of additional routes, carts and education can begin and become to be integrated with the solid waste program.

#### Green Waste

See Yard Waste above

Attachment I  
Proposed rate schedule

The proposed rates shown below are based on the current proposed plan. After the ward input meetings, the Council will determine what changes and services are to be offered. Based on this direction the staff will update the implementation plan and rate schedule for presentation to the council for approval.

Item	Current System	Proposed PAYT System
Pick up Frequency	Twice per week	Once per week
Monthly Rate	\$15.50	\$15.50 - 96 Gallon \$12.00 – 64 Gallon \$ 9.00 – 32 Gallon \$ 6.50 – Additional Cart
Bags	Free	Cart provided
Set out limits	Unlimited	Contents of cart
Extra waste not in cart	Not Applicable	\$1.50 per bag-requires pre-paid bag
Yard waste	10 bags with \$1 for each bag over 10	Limited by cart
Special Pickups	\$5-\$15 for various appliances/furniture	\$10 per cubic yard
Bulky Pickup	\$30 for pick up load \$75 for Dump Truck	\$10 per cubic yard

Attachment II  
Proposed Implementation plan

18 Months before Implementation

Select PAYT System

Ward meetings to discuss changes to refuse system

Council directs staff to develop PAYT system based on input from their respective Ward meetings

15 Months before Implementation

Present selected system and proposed implementation plan to council for approval

Secure loan for cart purchase

Develop final implementation plan and timeline

Develop new route plan

Develop rate structure, budget requirements and billing system-present to council for approval

12 Months before Implementation

Identify vendors, develop specifications, solicit bids for the purchase and distribution of carts

Identify vendors, develop specifications, and solicit bids for additional waste bags and the retail distribution logistics

9 Months before Implementation

Draft changes to ordinances

Define enforcement responsibilities

Plan education and outreach of PAYT system

6 Months before Implementation

Prepare staff to address residents concerns and questions

Begin education and outreach of PAYT system

Develop phase-in strategy (e.g., collect all wastes for several weeks, leave “error tags” where needed to educate customers that only correctly paid and packaged trash will be collected in the future).

3 Months before Implementation

Retailers begin selling additional refuse bags to residents

Enact new/changes ordinances

Continue education and outreach of PAYT system

Implementation

Cart distribution begins

New route schedule begins

Phase in period begins

Ongoing

Issue program reports to City Manager and Council

Monitor program and consider adjustments as needed

Revise and distribute new public education materials as needed

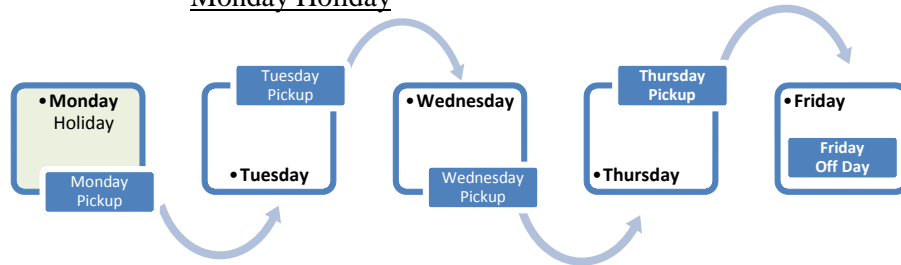
Develop Yard Waste Program/Green Waste site

Develop plan for recycling

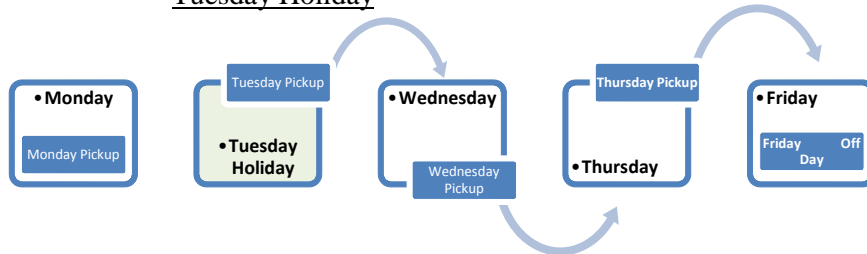
### Attachment III

Proposed One-A-Week Holiday Refuse Pick Up Schedule (Monday,Tuesday, Wednesday ,Thursday)

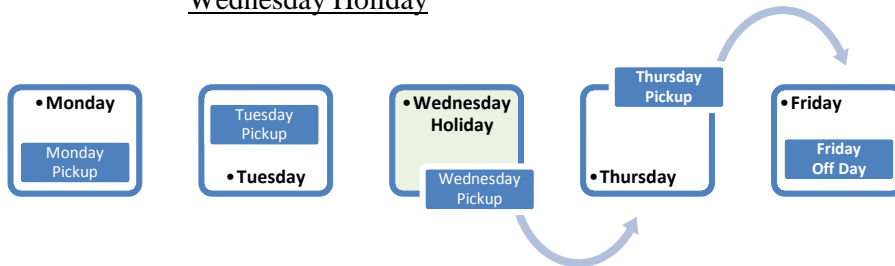
#### Monday Holiday



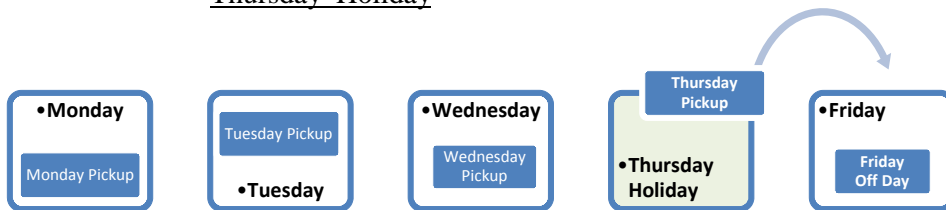
#### Tuesday Holiday



#### Wednesday Holiday



#### Thursday Holiday



#### Thanksgiving Holiday

